

## ABSTRACT

It is an object of the present invention to provide a virtual knowledge management system which controls the flow of information relating to the performance of business in an enterprise. The flow of information that is intensively administered by a virtual knowledge

5 base 20 is automatically controlled on the basis of information flow control data 40 including document utilization authorization data, mail communications control data, workflow model data, project data and the like. The utilization of document objects by users is controlled in accordance with the document utilization authorization data. The forwarding of and reply to email messages among users is controlled in accordance with the mail communications

10 control data. The order of work among a plurality of users involved in a certain business process is controlled in accordance with the workflow model data. The flow of information among a plurality of users involved in a certain project is controlled in accordance with the project data. The information flow control data 40 is configurable.